



FILE NOTE			
Matter name:	eBay International AG exclusive dealing notification N93365		
ACCC parties	Lauren Roy		
Other parties	Lee Nicholle		
		Date	1/05/2008

Lee called to provide an oral submission regarding this matter. Lee is a seller on eBay and has been dealing with the company for two years. Lee submits that he doesn't consider eBay 'trustworthy or competent.'

Lee submits that he has a registered account with PayPal but has had bad experiences and doesn't want to be forced to use PayPal unless he is dealing with overseas customers.

Lee objects to the additional charges he will incur as a result of the notified conduct, and submits that the fees associated with PayPal are too high. Lee has two accounts on eBay, one as a private seller and one as a business seller. Lee submits that his preferred payment method is bank transfer as there is no transaction cost, whereas with PayPal nearly 10% of the value of the transaction is being paid in fees.

Lee is of the view that as a result of the notified conduct, sellers will be driven out of eBay. Lee notes that he is already paying eBay to list his goods and does not want them controlling his sales as well.

Lee disputes eBay's claims that PayPal is the most secure transaction method. Lee notes that he bought something from the United States, but never received the goods. He complained to PayPal, who informed Lee that he had waited too long to make a claim. Lee submits that PayPal require claims to be lodged within 6 weeks. Lee submits that he knows many people who have been 'ripped off' by PayPal.

Lee is concerned that PayPal reimburse buyers when they experience 'buyers remorse.' Lee submits that he got kicked off eBay last year for selling goods, because the buyer regretting purchasing the item. As a result, all of Lee's store listings disappeared.

Lee is also unhappy with the customer service provided by PayPal. Lee notes that one of the first items he sold on eBay Lee submits that he has tried to contact PayPal when he has experienced problems with their system, but the only answers he has ever received are 'inane and incompetent.'

Lee objects to having eBay controlling his business in this way.